

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re: Clymer et al.

Serial No.: To Be Assigned

Filed: Concurrently Herewith

For: METHODS, SYSTEMS AND COMPUTER PROGRAM PRODUCTS FOR EARLY  
WARNING OF POTENTIAL SERVICE LEVEL AGREEMENT VIOLATIONS

Date: July 2, 2003

Mail Stop Patent Application  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

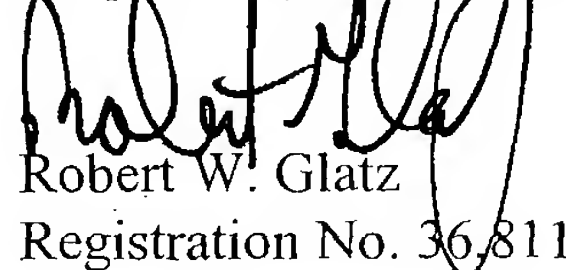
**INFORMATION DISCLOSURE STATEMENT**

Sir:

Attached is a list of documents on form PTO-1449 together with a copy of each identified document. It is requested that these documents be considered by the Examiner and officially made of record in accordance with the provisions of 37 C.F.R. § 1.97 and Section 609 of the MPEP.

No fee is believed due. However, the Commissioner is hereby authorized to charge any deficiency or credit any overpayment to our Deposit Account No. 50-0220.

Respectfully submitted,

  
Robert W. Glatz  
Registration No. 36,811



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PATENT TRADEMARK OFFICE

"Express Mail" mailing label number EV 353610404 US  
Date of Deposit: July 2, 2003

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to Mail Stop Patent Application, Commissioner of Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

  
Traci A. Brown

<b>FORM PTO-1449</b> U.S. Department of Commerce Patent and Trademark Office  <b>LIST OF DOCUMENTS CITED BY APPLICANT</b>  (Use several sheets if necessary)				Attorney Docket Number 5577-254		Serial No. To Be Assigned	
				Applicants: Clymer et al.			
				Filing Date: Concurrently Herewith		Group	

U. S. PATENTS & PATENT APPLICATION PUBLICATIONS							
Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date if Appropriate

FOREIGN PATENT DOCUMENTS							
		Document Number	Date	Country	Class	Subclass	Translation Yes   No
	1	EP1229685A2	8/7/2002	EPO	H04L	12/24	

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)		